

Date of Deposit

The Council

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Title: SYSTEM AND METHOD FOR PROVIDING  
A MULTI-CHANNEL CUSTOMER  
INTERACTION CENTER

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) Examiner: Boyce, Andre D.  
)  
) Group Art Unit No. 3623  
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A notice of allowance was issued for the present application on June 26, 2007 indicating that the issue fee is due on September 26, 2007. The issue fee is being submitted for the present application in conjunction with this request for reconsideration of the patent term adjustment. The Patent Application Information Retrieval (PAIR) system and the notice of allowance both

indicate a patent term adjustment that was calculated by the U.S. Patent office pursuant to 37 C.F.R. 1.701 of 257 days. A copy of Notice of Allowance for the present application is included herewith as Exhibit A.

Applicant's Attorney believes that the patent term adjustment should be 384 days. For the reasons stated herein, reconsideration of the patent term adjustment is respectfully requested pursuant to 37 C.F.R. 1.705(b). Please charge the petition fee pursuant to 37 C.F.R. § 1.18(e) to Deposit Account No. 23-1925. Please charge any additional fee required or credit for any excess fee paid to Deposit Account No. 23-1925. A duplicate copy of this Petition is attached.

The patent term adjustment for the present application was calculated by the U.S. Patent and Trademark Office based on activities and associated dates detailed in the Patent Application Information Retrieval (PAIR) system Patent Term Adjustment History, attached as Exhibit B. Applicant's Attorney believe that errors and/or omissions in the calculation and/or the PAIR system Patent Term Adjustment History may have resulted in an incorrect patent term adjustment for the present application as described in detail below. The present application is not subject to a terminal disclaimer.

#### **Reduction in Period of Adjustment pursuant to 37 C.F.R. § 1.704**

##### **Period of adjustment pursuant to 37 C.F.R. § 1.704(b)**

Pursuant to 37 C.F.R. § 1.704(b), the period of adjustment shall be reduced by the number of days, if any, beginning on the day after the date (the 3 month date) that is three months after the date of mailing or transmission of an Office communication notifying the applicant of a rejection, objection, etc., and ending on the date a corresponding reply was filed.

In the present application, an office action was mailed on 2/27/06 (attached as Exhibit C). The 3 month date was therefore 5/27/06. A response by the Applicant's Attorney to the office action was filed with the U.S. Patent and Trademark office on 8/29/06 as evidenced by the post card attached as Exhibit D. The response was therefore timely filed in the U.S. Patent and Trademark Office. Applicant delay is therefore 94 days in this instance.

The Patent and Trademark Office mailed a Notice of Non-Complaint Amendment on 11/28/06 as evidenced by Exhibit E. Applicant timely responded to the Notice of Non-Complaint Amendment on 1/3/07 as evidenced by postcard attached as Exhibit F. However, the U.S. Patent and Trademark Office calculated Applicant's 1/3/07 response as Supplemental to the 8/29/06 response resulting in an additional 127 days of Applicant delay. Applicant's Attorney respectfully requests correction of the Patent Term Adjustment to reflect applicant's timely responses.

**Total patent term adjustment**

For the present application, the total patent term adjustment pursuant to 37 C.F.R. § 1.703(f) is the period of adjustment pursuant to 37 C.F.R. § 1.703 reduced by any delays pursuant to 37 C.F.R. § 1.704. Thus, according to our calculations, we believe that the patent term adjustment should be 727 days - 343 days = 384 days, instead of 257 days indicated on the Notice of Allowance attached as Exhibit A.

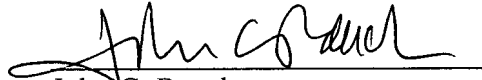
It is respectfully asserted that the patent term adjustment determined by the U.S. Patent and Trademark Office for the present application may not be correct. Accordingly, Applicant's Attorney respectfully requests the U.S. Patent and Trademark office to reconsider, and make revisions to the PAIR system Patent Term Adjustment History in view of the previous remarks. In addition, it is respectfully requested that the patent term adjustment be re-calculated by the U.S.

Serial No. 09/608,293

Date Filed: June 30, 2000

Patent and Trademark Office in view of the above remarks. Office personnel are invited to contact the undersigned attorney for the Applicant's Attorney via telephone if such communication would be beneficial in fulfilling this request.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John G. Rauch", written over a horizontal line.

John G. Rauch

Registration No. 37,218

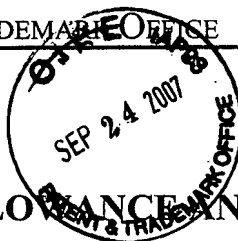
Attorney for Applicants

BRINKS HOFER GILSON & LIONE  
P.O. BOX 10395  
CHICAGO, ILLINOIS 60610  
(312) 321-4200



## UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450  
www.uspto.gov



## NOTICE OF ALLOWANCE AND FEE(S) DUE

28164 7590 06/26/2007

ACCENTURE CHICAGO 28164  
BRINKS HOFER GILSON & LIONE  
P O BOX 10395  
CHICAGO, IL 60610

EXAMINER

BOYCE, ANDRE D

ART UNIT

PAPER NUMBER

3623

DATE MAILED: 06/26/2007

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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09/608,293

06/30/2000

Jean L Missinhoun

10022/225

9926

TITLE OF INVENTION: SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$0	\$0	\$1400	09/26/2007

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. **PROSECUTION ON THE MERITS IS CLOSED.** THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHTS. THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UPON PETITION BY THE APPLICANT. SEE 37 CFR 1.313 AND MPEP 1308.

THE ISSUE FEE AND PUBLICATION FEE (IF REQUIRED) MUST BE PAID WITHIN **THREE MONTHS** FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. **THIS STATUTORY PERIOD CANNOT BE EXTENDED.** SEE 35 U.S.C. 151. THE ISSUE FEE DUE INDICATED ABOVE DOES NOT REFLECT A CREDIT FOR ANY PREVIOUSLY PAID ISSUE FEE IN THIS APPLICATION. IF AN ISSUE FEE HAS PREVIOUSLY BEEN PAID IN THIS APPLICATION (AS SHOWN ABOVE), THE RETURN OF PART B OF THIS FORM WILL BE CONSIDERED A REQUEST TO REAPPLY THE PREVIOUSLY PAID ISSUE FEE TOWARD THE ISSUE FEE NOW DUE.

## HOW TO REPLY TO THIS NOTICE:

I. Review the SMALL ENTITY status shown above.

If the SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:

A. If the status is the same, pay the TOTAL FEE(S) DUE shown above.

B. If the status above is to be removed, check box 5b on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and twice the amount of the ISSUE FEE shown above, or

If the SMALL ENTITY is shown as NO:

A. Pay TOTAL FEE(S) DUE shown above, or

B. If applicant claimed SMALL ENTITY status before, or is now claiming SMALL ENTITY status, check box 5a on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and 1/2 the ISSUE FEE shown above.

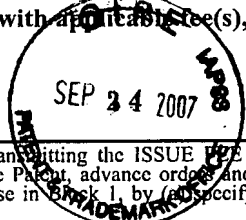
II. PART B - FEE(S) TRANSMITTAL, or its equivalent, must be completed and returned to the United States Patent and Trademark Office (USPTO) with your ISSUE FEE and PUBLICATION FEE (if required). If you are charging the fee(s) to your deposit account, section "4b" of Part B - Fee(s) Transmittal should be completed and an extra copy of the form should be submitted. If an equivalent of Part B is filed, a request to reapply a previously paid issue fee must be clearly made, and delays in processing may occur due to the difficulty in recognizing the paper as an equivalent of Part B.

III. All communications regarding this application must give the application number. Please direct all communications prior to issuance to Mail Stop ISSUE FEE unless advised to the contrary.

**IMPORTANT REMINDER:** Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.

## PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with ~~an~~ **an** **attachable** fee(s), to: **Mail** **Mail Stop ISSUE FEE**  
**Commissioner for Patents**  
**P.O. Box 1450**  
**Alexandria, Virginia 22313-1450**  
**or Fax** **(571)-273-2885**



INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where appropriate. All further correspondence including the Patent, advance order and notification of maintenance fees will be mailed to the current correspondence address as indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address; and/or (b) indicating a separate "FEE ADDRESS" for maintenance fee notifications.

CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)

Note: A certificate of mailing can only be used for domestic mailings of the Fee(s) Transmittal. This certificate cannot be used for any other accompanying papers. Each additional paper, such as an assignment or formal drawing, must have its own certificate of mailing or transmission.

28164 7590 06/26/2007

ACCENTURE CHICAGO 28164  
 BRINKS HOFER GILSON & LIONE  
 P O BOX 10395  
 CHICAGO, IL 60610

## Certificate of Mailing or Transmission

I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

(Depositor's name)
(Signature)
(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
-----------------	-------------	----------------------	---------------------	------------------

09/608,293 06/30/2000 Jean L Missinhoun 10022/225 9926

TITLE OF INVENTION: SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$0	\$0	\$1400	09/26/2007

EXAMINER	ART UNIT	CLASS-SUBCLASS
BOYCE, ANDRE D	3623	705-008000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
- ☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
- (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☐ Issue Fee
- ☐ Publication Fee (No small entity discount permitted)
- ☐ Advance Order - # of Copies \_\_\_\_\_

4b. Payment of Fee(s): (Please first reapply any previously paid issue fee shown above)

- ☐ A check is enclosed.
- ☐ Payment by credit card. Form PTO-2038 is attached.
- ☐ The Director is hereby authorized to charge the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number \_\_\_\_\_ (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other party in interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature \_\_\_\_\_

Date \_\_\_\_\_

Typed or printed name \_\_\_\_\_

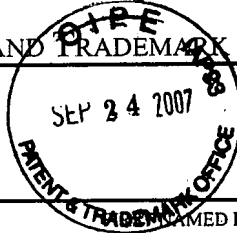
Registration No. \_\_\_\_\_

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.



UNITED STATES PATENT AND TRADEMARK OFFICE

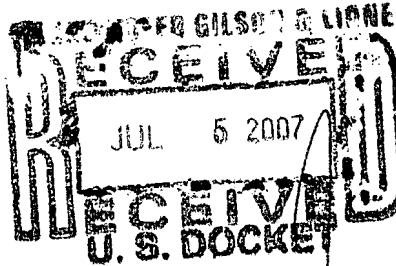


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APPLICATION NO.	FILING DATE	INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/608,293	06/30/2000	Jean L Missinhoun	10022/225	9926

28164 7590 06/26/2007

ACCENTURE CHICAGO 28164  
BRINKS HOFER GILSON & LIONE  
P O BOX 10395  
CHICAGO, IL 60610



EXAMINER	
BOYCE, ANDRE D	
ART UNIT	PAPER NUMBER

3623  
DATE MAILED: 06/26/2007

**Determination of Patent Term Adjustment under 35 U.S.C. 154 (b)**  
(application filed on or after May 29, 2000)

The Patent Term Adjustment to date is 257 day(s). If the issue fee is paid on the date that is three months after the mailing date of this notice and the patent issues on the Tuesday before the date that is 28 weeks (six and a half months) after the mailing date of this notice, the Patent Term Adjustment will be 257 day(s).

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (<http://pair.uspto.gov>).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at 1-(888)-786-0101 or (571)-272-4200.

<b>09/608,293</b>	<b>SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER</b>	<b>07-18-2007::14:18:29</b>
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### Patent Term Adjustments

Patent Term Adjustment (PTA) for Application Number: 09/608,293

Filing or 371(c) Date:	06-30-2000	USPTO Delay (PTO) Delay (days):	727
Issue Date of Patent:	-	Three Years:	-
Pre-Issue Petitions (days):	+0	Applicant Delay (APPL) Delay (days):	470
Post-Issue Petitions (days):	+0	Total PTA (days):	257
USPTO Adjustment(days):	+0	Explanation Of Calculations	

### Patent Term Adjustment History

Date	Contents Description	PTO(Days)	APPL(Days)
06-26-2007	Mail Notice of Allowance		
06-22-2007	Document Verification		
06-21-2007	Notice of Allowance Data Verification Completed		
06-02-2007	Date Forwarded to Examiner		
05-25-2007	Amendment after Final Rejection		
03-20-2007	Mail Final Rejection (PTOL - 326)		
03-19-2007	Final Rejection		
01-12-2007	Date Forwarded to Examiner		
01-03-2007	Response after Non-Final Action		127
11-28-2006	Mail Notice of Informal or Non-Responsive Amendment		↑
09-12-2006	Date Forwarded to Examiner		↑
08-29-2006	Informal or Non-Responsive Amendment after Examiner Action		↑
08-29-2006	Response after Non-Final Action		94
08-29-2006	Request for Extension of Time - Granted		↑
08-15-2006	Mail Examiner Interview Summary (PTOL - 413)		↑
08-11-2006	Examiner Interview Summary Record (PTOL - 413)		↑
02-27-2006	Mail Non-Final Rejection		↑
02-18-2006	Non-Final Rejection		
12-21-2005	Date Forwarded to Examiner		
12-21-2005	Date Forwarded to Examiner		
12-14-2005	Request for Continued Examination (RCE)		90
12-21-2005	DISPOSAL FOR A RCE/CPA/129 (express abandonment if CPA)		↑
12-14-2005	Request for Extension of Time - Granted		↑
12-14-2005	Workflow - Request for RCE - Begin		↑
10-11-2005	Mail Advisory Action (PTOL - 303)		↑
10-03-2005	Advisory Action (PTOL-303)		↑
08-31-2000	Reference capture on IDS		↑
09-27-2005	IFW TSS Processing by Tech Center Complete		↑
09-26-2005	Date Forwarded to Examiner		↑
09-19-2005	Amendment after Final Rejection		↑



06-15-2005	Mail Final Rejection (PTOL - 326)		↑
06-11-2005	Final Rejection		
04-24-2005	Date Forwarded to Examiner		
04-14-2005	Response after Non-Final Action		3
01-11-2005	Mail Non-Final Rejection		↑
01-10-2005	Non-Final Rejection		
10-29-2004	Date Forwarded to Examiner		
10-29-2004	Date Forwarded to Examiner		
10-21-2004	Request for Continued Examination (RCE)		92
10-29-2004	DISPOSAL FOR A RCE/CPA/129 (express abandonment if CPA)		↑
10-21-2004	Request for Extension of Time - Granted		↑
10-21-2004	Workflow incoming amendment IFW		↑
10-21-2004	Workflow - Request for RCE - Begin		↑
08-30-2004	Mail Advisory Action (PTOL - 303)		↑
08-27-2004	Advisory Action (PTOL-303)		↑
08-12-2004	Date Forwarded to Examiner		↑
07-21-2004	Amendment after Final Rejection		↑
07-21-2004	Workflow incoming amendment IFW		↑
04-21-2004	Mail Final Rejection (PTOL - 326)		↑
04-19-2004	Final Rejection		
02-13-2004	Date Forwarded to Examiner		
01-30-2004	Response after Non-Final Action		64
01-30-2004	Request for Extension of Time - Granted		↑
08-27-2003	Mail Non-Final Rejection	727	
08-22-2003	Non-Final Rejection	↑	
04-10-2003	Transfer Inquiry to GAU	↑	
04-23-2002	Case Docketed to Examiner in GAU	↑	
01-08-2002	Correspondence Address Change	↑	
01-07-2002	Record Petition Decision of Granted Related to Attorney	↑	
12-28-2001	Petition Entered	↑	
10-26-2001	Case Docketed to Examiner in GAU	↑	
02-28-2001	Case Docketed to Examiner in GAU	↑	
12-30-2000	Case Docketed to Examiner in GAU	↑	
08-31-2000	Information Disclosure Statement (IDS) Filed	↑	
08-31-2000	Information Disclosure Statement (IDS) Filed	↑	
12-12-2000	Application Dispatched from OIPE	↑	
12-12-2000	Application Is Now Complete	↑	
09-07-2000	Notice Mailed--Application Incomplete--Filing Date Assigned	↑	
08-31-2000	Correspondence Address Change	↑	
07-31-2000	IFW Scan & PACR Auto Security Review	↑	

06-30-2000 Initial Exam Team nn



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**Close Window**



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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/608,293	06/30/2000	Jean L. Missinhoun	07752.0026	9926

28164 7590 02/27/2006  
ACCENTURE CHICAGO 28164  
BRINKS HOFER GILSON & LIONE  
P O BOX 10395  
CHICAGO, IL 60610

EXAMINER

BOYCE, ANDRE D

ART UNIT PAPER NUMBER

3623

DATE MAILED: 02/27/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

BRINKS HOFER GILSON & LIONE  
**RECEIVED**  
MAR 06 2006  
**RECEIVED**  
U. S. DOCKET

## Office Action Summary

Application No.

09/608,293

Applicant(s)

MISSINHOUN ET AL.

Examiner

Andre Boyce

Art Unit

3623

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 14 December 2005.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1,2,4-7 and 21-30 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1,2,4-7 and 21-30 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)   | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

### **DETAILED ACTION**

#### ***Continued Examination Under 37 CFR 1.114***

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on December 14, 2005 has been entered.
2. Claims 1 and 21 have been amended. Claims 27-30 have been added. Claims 1, 2, 4-7 and 21-30 are pending.

#### ***Claim Objections***

3. Claim 28 is objected to because of the following informalities: line 10 of the claim includes "and and." Appropriate correction is required.

#### ***Claim Rejections - 35 USC § 112***

4. The following is a quotation of the second paragraph of 35 U.S.C. 112:  

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.
5. Claims 5 and 27-30 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Claims 5 and 27 are rendered vague and indefinite. The claims recite "repeating the observing, creating and recording steps" in lines 6 and 21, respectively.

However, there are two "recording" limitations in independent claim 1, from which claim 5 ultimately depends, and likewise, two "recording" limitations in independent claim 27 (i.e., lines 3 and 20). As a result, it is unclear to which limitation Applicant is referring. Claims 28-30 are rejected based upon the same rationale, since they depend from claim 27.

***Claim Rejections - 35 USC § 103***

6. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.
7. Claims 1, 2, 4-7 and 21-30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bushey et al (USPN 6,389,400), in view of Kannan (US 2001/0054064).

As per claim 1, Bushey et al disclose a method for interacting with a customer interaction center (i.e., service center) over a computer network (customer contacts the service center through a customer interface, including telephone, interactive voice response system, internet, or computer, figure 6 and column 9, lines 38-45), comprising the steps of: determining a channel through which the interaction will be conducted (i.e., contact via a channel, wherein the interface may be any of a variety of devices that allow communication between a customer and the service center,

column 9, lines 40-45), including identifying a telephone connection from the customer to an automated telephone system, a telephone voice connection with a human CSR, postal mail, electronic mail, a facsimile connection, a client computing device, and a thin client connection device via a wireless interface (e.g., telephone call, internet, computer network, column 6, lines 57-60); if the channel is one of a telephone connection, a telephone voice connection, a client computing device, and a thin client computing device, establishing a connection between the customer and the customer interaction center along the channel (e.g., customer's initial inquiry is via a phone call placed to the call center, column 8, lines 35-46), automatically calculating a customer value (i.e., customer score, developed from information obtained through customer task and query along with background information is quantified into a customer score, column 9, lines 4-7) for the customer based on historical customer interaction information; and determining whether said customer value exceeds a predetermined customer value threshold, (threshold match value, column 10, lines 35-37).

Bushey et al does not disclose customer score based on historical customer interaction information including previous activities, purchases, or accounts of the customer recorded as transaction records for previous transactions between the customer and the customer interaction center over all possible channels, including reconciling the transaction records from different channels to produce the customer value, and the customer value threshold defining the channels through which the current interaction may proceed so that lower valued customers have access only to

channels requiring less interaction with a customer service representative of the customer interaction center and channels providing a slower than real-time response to queries from the customer. Further, Bushey et al does not disclose if said customer value is less than said predetermined customer value threshold presenting said customer with a partial list of interaction options and receiving a selected option from the customer, if said customer value is not less than said predetermined customer value threshold, presenting said customer with a complete list of interaction options and receiving a selected interaction option from the customer.

Kannan discloses customer score based on historical customer interaction information including previous activities, purchases, or accounts of the customer recorded as transaction records for previous transactions between the customer and the customer interaction center over all possible channels (i.e., determining whether the customer qualifies for live service by comparing the customer's profile/status with service records in database, and/or whether the customer logged on using a known account number, 550, ¶ 0080), including reconciling the transaction records from different channels to produce the customer value (i.e., evaluating previous transactions, based upon cookie information, ¶ 0080), and the customer value threshold defining the channels through which the current interaction may proceed (i.e., determining from the customer profile whether a customer is high-margin/low-margin provider and whether the interaction will be simple or complex, ¶ 0084) so that lower valued customers have access only to channels requiring less interaction with a customer service representative of the customer interaction center and



channels providing a slower than real-time response to queries from the customer (i.e., customer selecting the type of customer service wanted, including via computer (question/answer) or phone (live CSR), based upon the authorization for the type of customer service the customer can receive, ¶ 0088). Further, Kannan discloses if said customer value is less than said predetermined customer value threshold (i.e., customer having a known status, wherein service manager 610 compares the status data with service records in database 550 to determine whether the customer status is sufficient, ¶ 0080) presenting said customer with a partial list of interaction options and receiving a selected option from the customer, if said customer value is not less than said predetermined customer value threshold, presenting said customer with a complete list of interaction options (i.e., providing the level of live service to be provided, wherein a qualified customer can select a "Live CS Help" button that appears, ¶ 0091). Neither Bushey et al nor Kannan disclose if the channel is one of postal mail, electronic mail, or facsimile connection, transmitting an acknowledgement to the customer with an expected time of reply. However, the Examiner takes official notice that these various channels and transmitting an acknowledgement to the customer with an expected time of reply are all old and well known in the art.

Both Kannan and Bushey et al are concerned with effective customer service, therefore it would have been obvious to one having ordinary skill in the art at the time the invention was made to include transmitting an acknowledgement to the customer with an expected time of reply, historical customer interaction information

recorded as transaction records for previous transactions between the customer and the customer interaction center over all possible channels, presenting said customer with a partial list of interaction options and receiving a selected option from the customer, if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected interaction option from the customer in Bushey et al, as seen in Kannan, as an effective means of providing the corresponding interaction options to via the customer interface, thus making the system more robust.

As per claim 2, Bushey et al does not disclose conducting the interaction in accordance with the selected option. Kannan discloses the customer selecting the type of customer service wanted, including via computer (question/answer) or phone (live CSR), based upon the authorization for the type of customer service the customer can receive (§ 0088). Both Kannan and Bushey et al are concerned with effective customer service, therefore it would have been obvious to one having ordinary skill in the art at the time the invention was made to include conducting the interaction in accordance with the selected option in Bushey et al, as seen in Kannan, as an effective means of providing the corresponding interaction options to via the customer interface, thus making the system more robust.

As per claim 4, Bushey et al disclose retrieving a contact history that corresponds to said customer from a contact history database (historical background information S8, figure 3, column 8, lines 50-51); presenting the contact history to a CSR; and interacting with the customer in accordance with the contact history, wherein said

contact history is comprised of information related to previous interactions with the customer (based on the customer model, the customer is matched with the ideal agent, column 9, lines 20-22).

As per claim 5, Bushey et al disclose observing at least one customer response to a specific question (query customer background and satisfaction issues via customer survey, figure 3 and column 8, lines 64-67); creating a customer profile (i.e., customer model S10, column) recording said at least one customer response in a customer interaction database record (model is updated for future access S11, figure 4); repeating the observing, creating and recording steps until the completion of the interaction (i.e., completion of the survey); and copying said customer interaction database record to said contact history database (database 6, figure 6).

As per claims 6 and 29, Bushey et al disclose receiving a request from a client-computing device (customer interface 2 including computer or any other device, column 9, lines 40-45) to access a customer service interaction center. Bushey et al does not disclose determining whether said request originates from a first client computing device comprised of a first processor or from a second client computing device comprised of a second processor, wherein said first client computing device is comprised of a slower central processing unit and a lower resolution display than said second client computing device; and responding to said request in a format compatible with said first client computing device, provided said request originated from said first client computing device, otherwise; responding to said request in a format compatible with said second client computing device, if said request

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originated from said second client computing device. However, Bushey et al disclose any other device able to connect to the service center and the Examiner takes Official Notice that thin client computing devices (i.e., PDA, cellular, and paging) are well known in the art and normally consist of slower processors and smaller memories than laptop or desktop clients, as seen in Applicant's specification (see page 11, lines 13-14), and would be recognized and responded to as such. Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to include determining and responding to the client according to processor and memory capacities in Bushey et al, thereby determining the most effective communication means via customer interface 2 (figure 6).

As per claims 7 and 30, Bushey et al disclose processing a customer request to purchase an item or service (ordering a product or service, column 6, lines 54-57); retrieving historical customer interaction data associated with said customer from a customer value database (database 6, figure 6); computing a customer value (customer model value S10, figure 4) based on said customer request and the historical customer interaction data (query of customer background S8 and task and attitude information S9, figure 4); and updating said customer value database (update customer model S11).

As per claim 21, Bushey et al disclose a customer interaction system for an enterprise, the system comprising: a plurality of customer service representative (CSR) computing devices (agent interface 8, figure 6) suitable for voice and data interaction between a CSR and a customer of the enterprise (customer contacts the

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service center through a customer interface, including telephone, interactive voice response system, internet, or computer, figure 6 and column 9, lines 38-45); a customer interaction module in communication with each CSR computing device, the customer interaction module comprising: an interaction database system storing data about customer profiles and preferences including previous activities, purchases, or accounts of each customer, customer contact history data, and data about a current interaction with a customer (i.e., historical background information, column 8, lines 50-55); a transaction/information processing system under control of a control program for communicating data between the CSR and the customer, the control program configured to control the customer interaction system (match and routing processor, 14 and 16, respectively, figure 6), and automatically calculating a customer value for the customer based on including previous activities, purchases, or accounts of each customer and on the data about a profile and preferences of the customer, the customer contact history data and data about a current interaction with the customer retrieved from the interaction database system (i.e., customer score, developed from information obtained through customer task and query, along with background information, including account information, into a customer score, column 9, lines 4-7).

Bushey et al does not disclose if the customer value is less than a predetermined threshold, presenting the customer with a partial list of options for interaction with the CSR, and receiving a selected option from the customer, and if the selected interaction option comprises a client computing device connection from the customer

to the customer interaction center through a public network, displaying to the CSR information from the interaction database system about the profile and preferences of the customer, information from the interaction database system about previous interactions the customer has had with other CSRs, an image of a Web page currently being accessed by the customer, and suggested scripts for delivery by the CSR.

Kannan discloses if the customer value is less than a predetermined threshold, presenting the customer with a partial list of options for interaction with the CSR, and receiving a selected option from the customer (i.e., determining whether the customer qualifies for live service, by determining the customer's profile/status based upon previous transactions, including evaluating previous transactions, based upon cookie information, ¶ 0080), and if the selected interaction option comprises a client computing device connection from the customer to the customer interaction center through a public network (i.e., customer service over the internet, ¶ 0068), displaying to the CSR information from the interaction database system about the profile and preferences of the customer (i.e., CSR is presented with information related to the customer and customer query, ¶ 0113), information from the interaction database system about previous interactions the customer has had with other CSRs (i.e., past queries by the same customer, URL history, and service history, ¶ 0113), an image of a Web page currently being accessed by the customer (i.e., customer URL, ¶ 0113), and suggested scripts for delivery by the CSR (i.e., CSR can select information to provide the customer from prestored scripts, ¶ 0115).

Both Kannan and Bushey et al are concerned with effective customer service, therefore it would have been obvious to one having ordinary skill in the art at the time the invention was made to include presenting said customer with a partial list of interaction options and receiving a selected option from the customer, if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options and displaying to the CSR information from the interaction database system in Bushey, as seen in Kannan, as an effective means of providing the corresponding interaction options to via the customer interface, thus making the system more robust.

As per claims 22 and 23, Bushey et al does not explicitly disclose the control program is further configured to control the customer interaction system for pre-configuring information for display to the customer on a client computing device of the customer based on the data about the customer's profiles and preferences, the customer's contact history data, and data about the current interaction with the customer from the interaction database system, and the control program is further configured to control the customer interaction system for pre-configuring the information for display based on a received request for product or service information from the customer. Kannan discloses authorization for the type of customer service and menu available to the customer, based upon the customer profile and service desired (§ 0088). Both Kannan and Bushey are concerned with effective customer service, therefore it would have been obvious to one having ordinary skill in the art at the time the invention was made to include pre-configuring

information for display to the customer on a client computing device of the customer based on the data about the customer's profiles and preferences, the customer's contact history data, and data about the current interaction, and pre-configuring the information for display based on a received request for product or service information in Bushey, as seen in Kannan, as an effective means of providing the corresponding interaction options to via the customer interface, thus making the system more robust.

As per claim 24, Bushey et al disclose the control program is further configured to control the customer interaction system for providing information about related products and services based on the data about the customer's profiles and preferences, the customer's contact history data, and data about the current interaction with the customer from the interaction database system (e.g., customer is assessed based upon background information and queries, in order to determine the customer's willingness to be sold additional products and services, column 8, lines 56-62).

As per claim 25, Bushey et al disclose the control program is further configured to control the customer interaction system for storing in the interaction database system information about the request received from the customer and information about the pre-configured information provided to the customer (e.g., customer model is used to update the customer's background information, column 9, lines 12-14).

As per claim 26, Bushey et al disclose an automated telephone system responsive to keypad data and voice information originating with a customer through



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telephone interaction with the customer interaction system (column 9, lines 39-43).

Bushey et al does not explicitly disclose a mail processing system to process written postal and electronic mail and facsimile interactions from a customer through written correspondence with the customer interaction system. However, processing written postal and electronic mail and facsimile interactions from a customer is old and well known, and it would have been obvious to one having ordinary skill in the art at the time the invention was made to include processing written postal and electronic mail and facsimile interactions from a customer in Bushey, as an efficient means of receiving additional customer correspondence, thereby increasing the flexibility of the system.

Claim 27 is rejected based upon the same rationale as the rejections of claims 1, 4, and 5, since it contains the same limitations, therein.

As per claim 28, Bushey et al does not disclose if the customer value does not exceed the predetermined customer value threshold, the customer is presented with a partial list of interaction options over the computer network and a selected interaction option listed on the partial list may be received from the customer over the computer network; and if the customer value exceeds the predetermined customer value threshold, the customer is presented with a complete list of interaction options over the computer network and a selected interaction option may be received from the customer over the computer network.

Kannan discloses if said customer value is less than said predetermined customer value threshold (i.e., customer having a known status, wherein service

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manager 610 compares the status data with service records in database 550 to determine whether the customer status is sufficient, ¶ 0080) presenting said customer with a partial list of interaction options and receiving a selected option from the customer, if said customer value is not less than said predetermined customer value threshold, presenting said customer with a complete list of interaction options (i.e., providing the level of live service to be provided, wherein a qualified customer can select a "Live CS Help" button that appears, ¶ 0091). Both Kannan and Bushey et al are concerned with effective customer service, therefore it would have been obvious to one having ordinary skill in the art at the time the invention was made to include presenting said customer with a partial list of interaction options and receiving a selected option from the customer, if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected interaction option from the customer in Bushey et al, as seen in Kannan, as an effective means of providing the corresponding interaction options to via the customer interface, thus making the system more robust.

### ***Response to Arguments***

8. In the Remarks, Applicant argues that Kannan does not disclose customer value for the customer based on historical customer interaction information including previous activities, purchases, or accounts of the customer. The Examiner respectfully disagrees and submits that Kannan disclose determining whether the

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customer qualifies for live service by determining whether a customer status is known, including evaluating whether the customer logged on using a known *account* number and comparing it with service records in database 550, (§ 0080). As such, Kannan indeed discloses historical customer interaction information, including *accounts* of the customer.

### ***Conclusion***

9. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Andre Boyce whose telephone number is (571) 272-6726. The examiner can normally be reached on 9:30-6pm M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

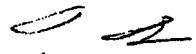
Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only.

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For more information about the PAIR system, see <http://pair-direct.uspto.gov>.

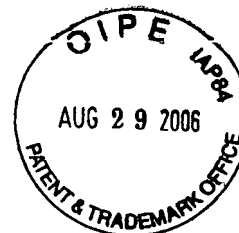
Should you have questions on access to the Private PAIR system, contact the  
Electronic Business Center (EBC) at 866-217-9197 (toll-free).

adb  
February 15, 2006

  
ANDRE BOYCE  
PATENT EXAMINER  
AU 3623

Serial No. 09/608,293  
Applicant: MISSINHOUN, ET AL.  
Client/Matter No.: 10022/225

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450



Please acknowledge receipt of the below identified:

**Items Mailed:** Check for \$1020; Transmittal Letter, in duplicate; Petition and Fee for Extension of Time, in duplicate; Amendment and Substance of Interview; postcard evidencing receipt.

**BRINKS HOFER GILSON & LIONE**

By: John G. Rauch, Reg. No. 37,218

Date of Mailing: August 25, 2006

# Notice of Non-Compliant Amendment (37 CFR 1.121)

Application No.

09/608,293

Examiner

Andre Boyce

Applicant(s)

MISSINHOUN ET AL.

Art Unit

3623

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

The amendment document filed on 29 August 2006 is considered non-compliant because it has failed to meet the requirements of 37 CFR 1.121 or 1.4. In order for the amendment document to be compliant, correction of the following item(s) is required.

THE FOLLOWING MARKED (X) ITEM(S) CAUSE THE AMENDMENT DOCUMENT TO BE NON-COMPLIANT:

- ☐ 1. Amendments to the specification:
- ☐ A. Amended paragraph(s) do not include markings.
  - ☐ B. New paragraph(s) should not be underlined.
  - ☐ C. Other \_\_\_\_\_.
- ☐ 2. Abstract:
- ☐ A. Not presented on a separate sheet. 37 CFR 1.72.
  - ☐ B. Other \_\_\_\_\_.
- ☐ 3. Amendments to the drawings:
- ☐ A. The drawings are not properly identified in the top margin as "Replacement Sheet," "New Sheet," or "Annotated Sheet" as required by 37 CFR 1.121(d).
  - ☐ B. The practice of submitting proposed drawing correction has been eliminated. Replacement drawings showing amended figures, without markings, in compliance with 37 CFR 1.84 are required.
  - ☐ C. Other \_\_\_\_\_.
- ☒ 4. Amendments to the claims:
- ☐ A. A complete listing of all of the claims is not present.
  - ☐ B. The listing of claims does not include the text of all pending claims (including withdrawn claims)
  - ☒ C. Each claim has not been provided with the proper status identifier, and as such, the individual status of each claim cannot be identified. Note: the status of every claim must be indicated after its claim number by using one of the following status identifiers: (Original), (Currently amended), (Canceled), (Previously presented), (New), (Not entered), (Withdrawn) and (Withdrawn-currently amended).
  - ☐ D. The claims of this amendment paper have not been presented in ascending numerical order.
  - ☒ E. Other: See Continuation Sheet.
- ☐ 5. Other (e.g., the amendment is unsigned or not signed in accordance with 37 CFR 1.4):  
\_\_\_\_\_

For further explanation of the amendment format required by 37 CFR 1.121, see MPEP § 714.

## TIME PERIODS FOR FILING A REPLY TO THIS NOTICE:

1. Applicant is given **no new time period** if the non-compliant amendment is an after-final amendment or an amendment filed after allowance. If applicant wishes to resubmit the non-compliant after-final amendment with corrections, the **entire corrected amendment** must be resubmitted.
2. Applicant is given **one month**, or thirty (30) days, whichever is longer, from the mail date of this notice to supply the correction, if the non-compliant amendment is one of the following: a preliminary amendment, a non-final amendment (including a submission for a request for continued examination (RCE) under 37 CFR 1.114), a supplemental amendment filed within a suspension period under 37 CFR 1.103(a) or (c), and an amendment filed in response to a *Quayle* action. If any of above boxes 1. to 4. are checked, the correction required is only the **corrected section** of the non-compliant amendment in compliance with 37 CFR 1.121.

**Extensions of time** are available under 37 CFR 1.136(a) only if the non-compliant amendment is a non-final amendment or an amendment filed in response to a *Quayle* action.

**Failure to timely respond** to this notice will result in:

**Abandonment** of the application if the non-compliant amendment is a non-final amendment or an amendment filed in response to a *Quayle* action; or


**Non-entry** of the amendment if the non-compliant amendment is a preliminary amendment or supplemental amendment.

Legal Instruments Examiner (LIE), if applicable

Telephone No.

Continuation of 4(c): Claim 28 includes the status identifier "previously presented," however the claim seems to have been amended.

Continuation of 4(e) Other: All claims being currently amended must be presented with markings to indicate the changes that have been made relative to the immediate prior version. See MPEP § 714 II(C). Here, claim 5 includes "contained in the" in line 6, which has not been added via underline. Claim 6 includes added language "to a" in lines 9 and 12, however "a" is in the immediate prior version and does not need to be added. Claim 21 has deleted a comma (i.e., ",") after the word system in line 19 of the claim with no indication via marking. Claim 28 has deleted an "and" in line 11, with no indication via marking (i.e., strike-through).

  
ANDRE BOYKE  
PATENT EXAMINER  
A.U. 3623

Serial No. 09/608,293  
Applicant: JEAN L. MISSINHOUN  
Client/Matter No.: 10022-225

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450



Please acknowledge receipt of the below identified:  
Items Mailed: Transmittal letter (in dup); Response to Notice of  
Noncompliant Amendment (11 pp); and return receipt post card.

**BRINKS HOFER GILSON & LIONE**

By: John G. Rauch, Reg. No. 37,218

Date of Mailing: December 28, 2006